

HOAMCO – Best Practices



The Words You Use

Paramount in excellent customer service is paying attention to the words you use when communicating with HOAMCO clients. Saying the right thing means that your words and tone of voice present an “*I care*” message to our clients, both internally and externally. Based on customer service research, the following phrases should be avoided as they convey a negative message, whether face-to-face or by telephone. Have you caught yourself using these phrases??

PHRASE TO AVOID

SUGGESTED POSITIVE PHRASE

“I don’t know.”

“That’s a good question. Let me get the answer for you.”

“It’s our policy.”

“What we can do for you is . . .”

“The problem is . . .”

“The situation is that . . . “

“What you will have to do is . . .”

“The best way to handle the matter is . . . “

“Hold on a sec.”

“Would you mind holding while I . . .”

“That’s not my department.”

“Let me check with the XXX department and get an answer to you.” *Or*

“The accounting department would be better able to assist us with your question, please hold and I will transfer you to . . .”

Make sure you explain the situation to whomever you are transferring the call. If the person is not available, take a message for the client.

More phrases to avoid: *You can’t do that; We’re getting ready to close for the day; You’ll just have to be patient; No; There is nothing I can do about it; We’ve always done it that way.*

Watch technical jargon . . . make sure your language is easy to understand.